



CAREER OPPORTUNITY

UNITED STATES PROBATION OFFICE Northern District of Iowa

POSITION	POSITION OVERVIEW& REPRESENTIVE DUTIES
Automation Specialist Announcement No. 15-1	<p>The United States Probation Office, Northern District of Iowa, is accepting applications for an Automation Specialist in the Cedar Rapids, Iowa Probation Office. The Automation Specialist provides technical IT support and training to Probation staff. The incumbent works with major national systems and those developed or customized for local use. The Automation Specialist installs hardware and software; and troubleshoots and fixes technical program problems. Duties also include working with management in planning, design, maintenance and support of systems to improve efficiencies. The duties specified herein are intended to provide generalized examples of the major duties and responsibilities that are performed by an Automation Specialist and do not reflect all duties performed by positions covered by this classification.</p> <p>Representative Duties</p> <ul style="list-style-type: none"> Actively seeks to stay current with emerging technology and recommends and/or develops system upgrades to take advantage of these changes/advances. Makes recommendations for improvement and determines feasible and appropriate software/hardware necessary to serve the needs of probation staff to improve their performance and technological reliability. Assists in the development of funding projections, identification of system trends, and recommendations of short and long range automation improvement plans. Monitors day-to-day operations of automation equipment and systems. Acts as the technical expert in solving computer system problems related to VMWare and/or desktop items, laptops, printers, mobile devices, etc. Works closely with management to resolve problems. Recommends innovation to improve technological and system configurations. Provides hardware and software support for Windows Systems, Linux, VMWare, CISCO, Netgear and other technological environments. Troubleshoots and coordinates timely repair of hardware including computers, laptops, printers, mobile devices and other related communications devices. Contacts warranty or repair services as needed. May assist in the development of software to extract information from existing system databases or, conversely, add information to the database. Installs software and advises staff on the use of the software. Prepares and maintains documentation of software and hardware used at the site. Monitors network security, installs, patches, and upgrades. Configures and troubleshoots login access to the courts networks and applications.
LOCATION	
Cedar Rapids, IA	
STARTING SALARY RANGE	
CL-27 \$46,365-\$75,407 Promotional Potential to CL28 without further competition. Starting salaries depend on education and experience in accordance with Court Personnel System. Specialized experience and/or relevant federal government experience may warrant placement at a step higher than entry level.	
OPENING DATE	
November 5, 2014	
CLOSING DATE	
November 19, 2014, or until filled	
ANNOUNCEMENT	
15-1	

- Maintains and updates national systems such as PACTS, DSS, Infoweb, etc. Creates reports as required.
- Maintains, installs, updates, or assists in the use of audio/visual equipment and electronic systems such as presentation systems, video conference systems, etc. Monitors and maintains telephone system programming changes for the probation office.
- Works with other IT staff to provide and ensure day-to-day system/server backup. Serves as the office LAN/WAN contact for deployment, problems, support, and training. Monitors and maintains network file server and court web servers to insure that court operations precede smoothly troubleshoots when necessary.
- Recommends, develops, and implements training programs for probation staff on the proper use of automated systems, new technology, and mobile devices as needed.
- Manages multiple projects simultaneously. Works with others to structure time, set priorities, and meet deadlines.
- Develops deployment plans, deploys, and helps maintain the inventory for all of the probation office automation equipment. Promptly reports all inventory adds, moves and changes to the custodial officer. Assists with disposal duties as directed by the Deputy Chief or CUE.
- Ensures court unit COOP readiness. Assists the probation office with COOP preparation, planning, testing, and implementation, if needed.
- Demonstrates excellent customer service to all court unit staff, vendors, and stakeholders.
- Provides backup support for the Sioux City office, as needed.
- Maintains frequent contact with other automation court personnel (at different locations and other court units) for the purpose of staying knowledgeable of developments, and sharing techniques, user programs, and best-practices for process improvements. Meets regularly with District Court and Bankruptcy IT staff to discuss and collaborate on shared court unit projects.
- Performs other duties as assigned.

QUALIFICATIONS

Applicants must be a U.S Citizen or eligible to work in the United States.

High School Diploma or GED is required.

Mandatory Qualifications:

- A minimum of two years of specialized experience*
- Ability to lift and maneuver heavy equipment
- Excellent Customer Service Skills

*Specialized Experience: Progressively responsible experience that is in, or closely related to, the work of the position that has provided the particular knowledge, skills and abilities to successfully perform the duties of the position, as approved by our Administrative Office. Specialized experience can be substituted for the completion of a bachelor's degree from an accredited college/university if you meet one of the following superior academic achievement requirements:

- An overall grade point average equaling 2.9 or better of a possible 4.0;
- Standing in the upper third of the class;
- "3.5" average or better in the major field of study;
- Election to membership in one of the National Honorary Scholastic Societies;
- Completion of one academic year (18 semester hours or 27 quarter hours) of graduate study in an accredited university in a field closely related to the position.

Preferred Skills and Qualifications:

- Candidates with a Bachelor of Science, Bachelor of Arts degree in computer science or related field is preferred.
- Good technical, troubleshooting and communications skills.
- Ability to work in a changing work environment with frequent interruptions.
- Ability to maintain a professional and approachable disposition.
- Extensive knowledge of theories, principles, practices, deployment, and troubleshooting techniques of information technology systems hardware and software.
- Ability to analyze, research, evaluate, and determine automation needs and make recommendations to the management team.
- Skill in translating and documenting technical terms into non-technical language for training.
- It is preferred applicants have installation and support experience in the following applications, software, and/or hardware:
 - Microsoft Windows
 - Lotus Notes
 - VMWare
 - CISCO
 - Audio/Visual Equipment
 - Mobile Technology

BENEFITS

- 10 paid holidays per year
- Paid annual leave
- Paid sick leave
- Retirement benefits
- Optional participation in Thrift Savings Plan
- Optional participation in choice of Federal Employees' Health Benefits
- Optional participation in choice of Supplemental Dental and Vision Insurance
- Optional participation in choice of Federal Employees' Group Life Insurance
- Optional participation in Flexible Benefits Program (Health Care and Dependent Care Reimbursement)
- Optional participation in Commuter Benefit Program
- Optional participation in Long-Term Care Insurance
- Optional participation in private Long-Term Disability Plan
- Credit for prior government service

ADDITIONAL INFORMATION FOR APPLICANTS

Applicants are advised that false statements or omission of information on any application materials or the inability to meet the aforementioned conditions may be grounds for non-selection, withdrawal of an offer of employment, or dismissal after being employed.

All court employees are in the excepted service and are required to adhere to the Code of Conduct for Judicial Employees which is provided to each employee.

All employees of the U.S. Probation Office (except Law Enforcement Officers) are considered "at will" employees and can be terminated with or without cause.

Considerable physical effort may be involved in moving, connecting, or troubleshooting equipment and running network cabling. Overnight travel to the divisional office will be required as well as travel outside of the area for training. Periodic work during non-business hours is required.

The applicant selected for this position will be required to submit to and successfully complete a full background investigation which includes fingerprinting, criminal record checks, and a credit check. Every five years thereafter, he/she will be subject to an updated background investigation similar to the initial one. Selectee will be hired provisionally pending a successful completion of the investigation. Unsatisfactory results may result in termination of employment.

This position is subject to mandatory electronic direct deposit of salary payment.

The Probation Office provides reasonable accommodations to applicants with disabilities.

HOW TO APPLY

Candidates wishing to apply must submit an application packet that describes their interest in the position as well as any relevant education, experience, skills, or abilities that they believe makes them uniquely qualified for the position, along with a resume and three professional references.

To be assured consideration for this position, application packets must contain all of the following required documents:

1. Letter of application that describes your interest in pursuing this position and how your experience relates to the stated duties, responsibilities, and skills and abilities of this position;
2. Completion and submission of the AO78-Federal Judicial Branch Application of Employment. The application can be accessed <http://www.uscourts.gov/uscourts/FormsAndFees/Forms/AO078.pdf>
3. Resume with references
4. If applicable, include copies of college transcript (unofficial).

All Application documents should be emailed in PDF format to: hr@ianp.uscourts.gov

Please note:

The Court is not authorized to reimburse candidates for travel in connection with an interview or to pay relocation expenses to the successful candidate.

Only applicants who are interviewed in person will receive a written response regarding their application.

The U.S. Probation Office reserves the right to modify the conditions of this job announcement or to withdraw the announcement without written notice to the applicants. If a subsequent vacancy of the same position becomes available within a reasonable time of the original announcement, the U.S. Probation Office may elect to select a candidate from the original qualified applicant pool.

The United States Courts is an Equal Employment Opportunity employer.